Beech Lodge School

INTERNAL APPEALS PROCEDURES

2017/18

This policy is reviewed annually to ensure compliance with current regulations.

Approved/reviewed by	Lucy Barnes
Date of next review	December 2018

Key staff involved in the policy

Role	Names
Proprietor	**Daniela Shanly**
Head of Centre	**Lucy Barnes**
SENCo	**Jack Rider**
SLT members	**Karen McIlfatrick, Lucy Barnes, Rachel Cassidy, Jack Rider**
Teaching staff	**Karen McIlfatrick**
Access arrangement facilitator/Exams Officer	**Sue Wells**

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Purpose of the policy

This policy is designed to promote quality, consistency, accuracy and fairness in assessment and awarding in accordance with the awarding body's specification and subject-specific associated documents. In all cases, the final awarding decisions are taken by the awarding bodies.

Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Beech Lodge Schools' compliance with JCQ's *General Regulations for Approved Centres 2017-2018, section 5.8* that the centre has in place *"a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates"* and that the centre *"must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."*

Certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Deadlines for the submission of marks (Summer 2018 exam series)

Date	Qualification	Details
31/03/2018	GCSE (9-1) Computer Science	
	GCSE	
15/05/2018	GCE	Final date for submission of coursework marks (AQA, OCR, Pearson and WJEC)

- Beech Lodge ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.
- Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Beech Lodge is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

- Appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the college for moderation by the Awarding Body. On being informed of their centre assessed marks, if a candidate believes that the above procedures where not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

1. Beech Lodge School will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.

2. Beech Lodge School will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.

3. Beech Lodge School will, having received a request for copies of materials, promptly make them available to the candidate within 3 calendar days.

4. Beech Lodge School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

5. Requests for reviews of marking **must** be made in writing within 7 calendar days of receiving copies of the requested materials by completing the internal appeals form which can be obtained from the exams officer.

6. Beech Lodge School will allow 14 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.

7. Beech Lodge School will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

8. Beech Lodge School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

9. The candidate will be informed in writing of the outcome of the review of the centre's marking.

10. The outcome of the review of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Beech Lodge School and is not covered by this procedure.

Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms Beech Lodge Schools' compliance with JCQ's *General Regulations for Approved Centres 2017-2018, section 5.14* that the centre has in place *"a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."*

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results in the following ways:

- All exam related policies and supporting JCQ publications will be put on the school website
- A school newsletter will be sent to parents annually to inform them when the exam related policies and supporting documents have been updated
- Additionally, hard copies of these policies are held in the admin office and also by the exams officer
- Prior to the students sitting the exams, the individual subject teachers will remind students where they can find information should there be a query about a candidate's exam results and who to see (the exams officer or the head of centre) to query it further

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

E*nquiries about results* (EARs) offers three services.

- Service 1 – clerical re-check
- Service 2 – review of marking
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least 14 calendar days prior to the internal deadline for submitting an EAR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

Following the EAR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications *Post-Results Services* and *JCQ Appeals Booklet* (*A guide to the awarding bodies' appeals processes*) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the EAR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the EAR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Name of appellant		**Candidate name** if different to appellant	
Awarding body		**Exam paper code**	
Subject		**Exam paper title**	

Please state the grounds for your appeal below

(If applicable, tick below)

☐ Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature: Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure

Beech Lodge School is committed to safeguarding and promoting the welfare of our pupils and expects all staff and volunteers to share this commitment. It is our aim that all pupils fulfil their potential.

Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged.

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

Further guidance to inform and implement appeals procedures

JCQ

- General Regulations for Approved Centres
  - https://www.jcq.org.uk/exams-office/general-regulations
- Post-Results Services
  - https://www.jcq.org.uk/exams-office/post-results-services
- JCQ Appeals Booklet
  - https://www.jcq.org.uk/exams-office/appeals
- Notice to Centres - Reviews of marking (centre assessed marks)
  - https://www.jcq.org.uk/exams-office/controlled-assessments
  - https://www.jcq.org.uk/exams-office/coursework
  - https://www.jcq.org.uk/exams-office/non-examination-assessments

Ofqual

- GCSE (9 to 1) qualification-level conditions and requirements
  https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions
- GCSE (A* to G) qualification-level conditions and requirements
  - https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements
- GCE qualification-level conditions and requirements
  https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements
- Pre-reform GCE qualification-level conditions and requirements
  https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications